

Framework for Engaging with Children and Families

Introduction

The statutory guidance 'Working Together to Safeguard Children 2018' requires the lead safeguarding partners to engage with children and families as part of the local multi-agency arrangements to safeguard children in the local area. This Framework sets out how this will be achieved in Solihull.

Feedback from children, young people, and families about experiences of services received

Lead safeguarding partners and relevant partner agencies are responsible for having processes in place for receiving feedback from children and their families about the services received. This feedback should be used to inform the development of services being delivered to improve the experiences of children and parents/carers.

The S11 Audit tool, to be completed every two years, asks partner agencies specific questions about the effectiveness of their single agency processes for seeking feedback on services and utilising feedback to support service development. If the self-assessment is that this requires improvement, the S11 Audit tool asks for details of the proposed actions to be taken to make the necessary improvement. The SSCP will seek assurance on any areas identified as requiring improvement as a result of the audit.

In addition, the multi-agency audit process provides opportunities for young people and parents/carers to provide feedback on their experiences of services. Direct feedback will be used to triangulate findings from the audit process and will inform the recommendations for improvements.

Direct feedback on services may be received via single agency complaints procedures or via the SSCP Stage 2 Complaints Process regarding the outcome of child protection conferences. Partner agencies are expected to escalate via the Assurance and Review Group (ARG) any themes from single agency complaints processes which present a risk to the effectiveness of the local multi-agency safeguarding children arrangements in Solihull. This forms part of the [SSCP Quality Assurance Framework](#).

Consultation with children, young people, and families on specific issues

The lead safeguarding partners will consult with children and young people, parents, and carers on specific issues to ensure that the local multi-agency safeguarding arrangements are informed by their views.

Examples of such consultations might include:

- Views about the strategic priorities for the SSCP
- Views on how professionals could respond better to specific safeguarding issues
- The production of information aimed at parents/young people
- The development of policies or good practice guidance when appropriate
- Content located on the parent/young people specific SSCP website pages

The lead safeguarding partners will utilise mechanisms which have been established across the partnership to engage with children and young people. This may involve working directly with schools and FE colleges, or working with partners to engage with established forums where young people meet regularly together, such as OVOS (care experienced young people).

Provision of Information for children, young people, and families

The lead safeguarding partners are committed to ensuring that children and young people know who they are and how to make contact with them. In Solihull children and young people will be supported to share their views about how best to safeguard them in their homes and in their local communities. Information will be made available to all children and young people, distributed via schools and FE colleges, which explains the role of the lead safeguarding partners, their commitment to engaging with all children and young people, and how to make contact with them.

The Solihull Safeguarding Children Partnership provides information for children and young people on how to identify abuse or neglect, how to keep safe and what action to take if they have concerns for the welfare of themselves or someone else. This information is located on the SSCP website on a specific page for children and young people [Information for Children and Young People - Solihull Safeguarding Children Partnership \(safeguardingsolihull.org.uk\)](https://safeguardingsolihull.org.uk/information-for-children-and-young-people).

The Solihull Safeguarding Children Partnership provides information for parents/carers on how to identify abuse or neglect, how to keep their children safe and what action to take if they have concerns for the welfare of a child. This information is located on the SSCP website on a specific page for parents and carers [Information for Parents and Carers - Solihull Safeguarding Children Partnership \(safeguardingsolihull.org.uk\)](https://safeguardingsolihull.org.uk/information-for-parents-and-carers).